2010 UBO/UBU Conference

Health Budgets & Financial Policy

Briefing: **Beginner MSA and Overview of Daily Reports**

Date: **22 March 2010**

Time: **1300 – 1600**

2010 UBO/UBU
Conference
Turning Knowledge Into Action

- Today we will discuss:
  - Daily Duties
  - Nightly Processing Menu
  - Itemized Preview List
  - Accounts Receivable
  - Detail Schedule of Accounts by Age
  - Balance Checks
  - Notify Roster
    - Clearing
    - Overpayments and printing 1049
    - Sending to local financial institution
    - Pharmacy Tool Presentation
  - MMR

- Daily duties
  - Chapter 3-DOD 6010.15-Medical Services Accounts

- Who is Billed:
  - Active Duty (AD) Members (Elective Cosmetic Surgery)
  - Retired Members (Elective Cosmetic Surgery)
  - Family Members
    - Non-Prime AD
    - Retirees
  - Inter-Agency Billing (USCG-NOAA-PHS)
  - Other Government Agencies (ex: FBA, FAA, VA)
  - International Military for Education & Training (IMET)
  - Foreign Military & Family Members
  - NATO Military & Family Members
  - DoD Civilians & Contractors (OCONUS)

- Sales codes (or correct line of accounting)
  - Used by each Service's Headquarters to measure how much money the MTFs are collecting and for which services
  - Collections are reported to TMA/Congress by sales code/program type
- Incorrect sales codes equal incorrect reflection of what your facility is accomplishing!
  - We have to justify increases and decreases each year
- We are currently monitoring sales codes and will ask for clarification on some as needed

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- Each morning the nightly processing report will have to be printed. Menu path as follows:
  - MSA (MSA System Menu)
  - NPM (Nightly Processing Menu)
  - PRT (Print Nightly Reports)
    - Select all reports to print
  - CLQ (Clear Print Queue Files)
    - Select all reports to clear
    - It will ask if you are sure that you want to clear it and type in Y
    - It is important to clear the queue after printing each morning or same bills will continue to out

- Sort through all bills and reports
- Go though each register number and verify that they should be receiving a bill
  - All invalid inpatient bills can be written off, but all outpatient bills that are not valid need to be excluded
    - Menu Path for Write-offs
      - MSA (MSA System Menu)
      - CFM (Cashier Function Menu)
      - CLK (Cashier Action Screen)
      - Put in account number
      - Edit
      - Return until remarks and add why being written off
      - At Status type in "W"
      - At Status Date type "T" for today

Nightly Processing Menu (Cont'd)

- Menu Path for Excluding
  - MSA (MSA System Menu)
  - CFM (Cashier Function Menu)
  - CLK (Cashier Action Screen)
  - Put in account number
  - Itemized billing
  - Exclude each charge

- Preview list should be reviewed daily. All billable MSA encounters will show up on this list after the third day of the encounter
  - List should be printed and each account verified for any errors in billing
  - Under the edit area of the account you will see that the bill is in "P" status for pending
  - If bill is not valid, charges will have to be excluded; then in the edit area account needs to be changed to "C" for cancel
- Final bill will not print on nightly run until 18th day
  - If this has not been run in a long time you will also show old charges. Those should be cleaned up and taken off the report

- Large facilities need to look at this daily to make sure that no errors or zeros on the report
  - MSA (MSA System Menu)
  - OIB (Outpatient Itemized Billing)
  - IBP (Itemized Billing Preview List)
  - Print report
- If bill is not validated make sure that you exclude and cancel the bill out or it will stay on the report
  - If this has not been run in a long time you will also show old charges, those should be cleaned up and taken off the report

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             Personal Data - Privacy Act of 1974 (PL 93-579)

             * * * MSA Outpatient Itemized Billing Preview List * * *

   DMIS ID:  0009
-----------------------------------------------------------------------------
   Svc         MSA        Pat                        Eff        Svc
   Date        Account    Cat  Patient               Ins FMP/SSN Cat   Charges
-----------------------------------------------------------------------------
   06Jan10     ▓▓▓▓▓▓▓     K73  ▓▓▓▓▓▓▓▓▓              N   ▓▓▓▓▓▓   OPE    61.87
   11Jan10     ▓▓▓▓▓▓▓     F15  ▓▓▓▓▓▓▓▓▓▓▓▓▓          N   ▓▓▓▓▓▓   OPE+   70.23
   11Jan10     ▓▓▓▓▓▓▓     K99  ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓        N   ▓▓▓▓▓▓   OPE   121.65
   12Jan10     ▓▓▓▓▓▓▓     F12  ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓      IIIN  ▓▓▓▓▓▓   OPE+   92.33
   13Jan10     ▓▓▓▓▓▓▓     K99  ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓        N   ▓▓▓▓▓▓   OPE+  202.00
   14Jan10     ▓▓▓▓▓▓▓     K75  ▓▓▓▓▓▓▓▓▓▓▓▓           N   ▓▓▓▓▓▓   OPE+  156.62

                    * * * End of Report * * *
```

- Accounts Receivable should AT LEAST be reviewed and printed once per month
  - Menu Path in CHCS:
    - MSA (MSA System Menu)
    - MSR (Cashier/MSA Reports Menu)
    - AAR (Active Accounts Receivable Report)
    - Select ALL receivables
    - Enter through copies
    - Print to local printer
  - Report is a by-name list of open accounts
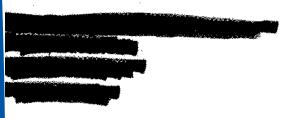
```
56 MED GP LUKE AFB AZ (AETC)                      19 Jan 2010 1455     Page: 6
                    Personal Data - Privacy Act of 1974  (PL 93-579)

                        AGING OF ACCOUNTS RECEIVABLES
---------------------------------------------------------------------------
Days Since Disp/Visit
---------------------------------------------------------------------------
                                                    Disp/Visit
           Name                        Reg #          Date            Balance
---------------------------------------------------------------------------
        Greater 120 DAYS


                                                  16 Sep 2009            61.87
                                                  16 Sep 2009           121.29
                                                  17 Sep 2009           102.50
                                                  15 Sep 2009            82.03

           CATEGORY COUNT/AMOUNT SUBTOTALS:            4
                                                                       367.69

        ACCOUNTS PRINTED TOTAL:
                                                                      2289.37

        TOTAL ACCOUNTS RECEIVABLES
                                                                      2289.37
```

Accounts Receivable Example By FY

Personal Data - Privacy Act of 1974 (PL 93-579)

ACTIVE ACCOUNTS RECEIVABLE

```
 PATIENT NAME                  REG NO     PAT CAT   VISIT/DISCH   TOTAL CHGS        BALANCE
  FY MED SVC      SUB      MIL PERS REC ACCTSUR CHG1SUR CHG2BAD CHK  COPY CHG   COB
 -- -------- -------- -------- -------- ------- ------- ------- -------- -------
 TOTALS:

 FISCAL YEAR:   09

 MED  SVC                        367.69
 SUB                               0.00
 MIL  PERS                         0.00
 REC  ACCT                         0.00
 SUR  CHG1                         0.00
 SUR  CHG2                         0.00
 BAD  CHK                          0.00
 COPY  CHG                         0.00
 COB                               0.00

 TOTAL  FY:   09                 367.69

 FISCAL  YEAR:   10

 MED  SVC                       1921.68
 SUB                               0.00
 MIL  PERS                         0.00
 REC  ACCT                         0.00
 SUR  CHG1                         0.00
 SUR  CHG2                         0.00
 BAD  CHK                          0.00
 COPY  CHG                         0.00
 COB                               0.00

 TOTAL  FY:   10                1921.68

 FISCAL  YEAR:    ALL

 MED  SVC                       2289.37
 SUB                               0.00
 MIL  PERS                         0.00
 REC  ACCT                         0.00
 SUR  CHG1                         0.00
 SUR  CHG2                         0.00
 BAD  CHK                          0.00
 COPY  CHG                         0.00
 COB                               0.00

 TOTAL  ACTIVE  ACCOUNTS  RECEIVABLE:     2289.37
```

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Detail Schedule of Accounts by Age

- Detail Schedule of Accounts by Age (Should be done at least once a month, but for larger facilities, weekly)
  - MSA
  - OFM
  - DAR (Detail Schedule of Accounts by Age)
  - Select All segments or specific time frame
  - Type in local printer
- Report will show Aging of Accounts:
  - Age of account
  - Name of Patient
  - Account #
  - Disp/Visit Date
  - Balance Owed

Detail Schedule of Accounts by Age

```
Personal Data - Privacy Act of 1974  (PL 93-579)

              AGING OF ACCOUNTS RECEIVABLES
-------------------------------------------------------------------
Days Since Disp/Visit
                                        Disp/Visit
            Name              Reg #         Date          Balance
-------------------------------------------------------------------
        1-30 DAYS

    AL              A6        11 Jan 2010        4.25
    AL              A6        08 Jan 2010        4.25
    AL              A6        31 Dec 2009        4.25
    AL              A6        14 Jan 2010        4.25
    AN              426       23 Dec 2009       32.50
    AN              426       31 Dec 2009      113.75
    AN              426       08 Jan 2010       32.50
    AS              A6        07 Jan 2010        4.25
    BA              426       24 Dec 2009       32.50
    BA              A6        13 Jan 2010        4.25
    BA              A6        08 Jan 2010        4.25
    BA              426       08 Jan 2010       81.25
    BA              426       23 Dec 2009      130.00
    BE              426       05 Jan 2010       32.50
    BE              A6        24 Dec 2009        4.25
    BE              426       10 Jan 2010       48.75
    BE              A6        09 Jan 2010        4.25
    BE              426       27 Dec 2009       16.25
    BE              426       06 Jan 2010       32.50
    BI              426       05 Jan 2010       16.25
    BL              426       08 Jan 2010       16.25
    BO              426       11 Jan 2010       81.25
    BR              426       10 Jan 2010       32.50
    BR              427       15 Jan 2010       48.75
    BR              427       18 Jan 2010       16.25
    BR              426       04 Jan 2010      130.00
    BR              A6        17 Jan 2010        4.25
    BU              A6        22 Dec 2009       89.43
    CA              A6        23 Dec 2009       16.97
    CA              A6        10 Jan 2010        4.25
    CA              427       16 Jan 2010       16.25
    CA              A6        04 Jan 2010       18.96
    CH              A6        13 Jan 2010        4.25
    CH              426       12 Jan 2010       65.00
    CH              426       14 Jan 2010       48.75
    CH              A6        19 Jan 2010        4.25
    CO              426       03 Jan 2010       16.25
    CO              427       16 Jan 2010       16.25
    CR              A6        04 Jan 2010       28.77
    CU              427       15 Jan 2010       48.75
    DA              427       18 Jan 2010       65.00
    DA              A6        24 Dec 2009        4.25
    DE              427       15 Jan 2010       48.75
    DI              A6        01 Jan 2010        4.25
    DI              426       29 Dec 2009       32.50
    DI              426       09 Jan 2010       65.00
    DI              A6        15 Jan 2010        4.25
```

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- Balance Checks (suggested to be run monthly and the last day of month)
- Should be run at the end of the day because it will lock up the system
  - MSA (MSA System Menu)
  - OFM (Office Functions Menu)
  - BCP (Balance Check)
  - Type in local printer (BUT should be done at the end of day)

- Notify Roster (At least once a month, but larger facilities may have to run it more)
  - CHCS Path:
    - MSA
    - MSR (Cashier MSA Reports Menu)
    - NRR (Notify Roster)
    - Print to local Computer
  - Report will show incorrect address, overpayments, refunds, invalid NDC, and write-offs. All these items need to be looked at or corrected

- Clearing Notify Roster path (You need to clear all items out after you run it):
  - Incomplete Address needs to be brought to patient admin for correction
  - Two menu paths in CHCS:

- MSA	- MSA
- OFM (Office Function Menu)	- CLK
- NMR (Notify Messages Review/Clear)	- Account Number
- Enter Patient or Account Number	
- Select	- Notify
- Clear Notify Messages	- Clear Notify Messages
- YES	
- Go on to next one	- YES

OR

- Notify Roster (At least once a month, but larger facilities may have to run it more often):
  - CHCS Path:
    - MSA
    - OIB
    - ONR
    - Print to local Computer
- This report is a lot like the first Notify Roster, EXCEPT, it lists all "A" accounts. A accounts include reservist getting treatment while activated, foreign nationals, and civilian emergencies
- If you have not run this report it will be very large and needs to be cleaned up individually. Overseas locations will have more on this roster than the first

- Overpayments (from Menu Path; if an overpayment is on roster, an SF 1049 can be generated from CHCS)
  - CHCS Menu Path
    - MSA
    - OFM (Office Function Menu)
    - NMR (Notify Messages Review/Clear)
    - Enter Patient or Account Number
    - Select
    - Do you want to generate an 1049?
    - YES
    - Go on to next one

- 1049 goes to your local financial institution (could be local finance or DFAS)

Example of a Notify Roster

```
Personal Data - Privacy Act of 1974 (PL 93-579)
      * * * MSA OUTPATIENT NOTIFY ROSTER * * *
                GROUP DMIS: 0009
                TREATING DMIS: 0009
                MEPRS CODE: MISSING
ACCT NO    PATIENT                           FMP/SSN
  NOTIFY DATE            MESSAGE
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

  29 Dec 2009           INCOMPLETE BILLING ADDRESS

  29 Dec 2009           INCOMPLETE BILLING ADDRESS

  13 Jan 2010           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  11 Jan 2010           INCOMPLETE BILLING ADDRESS

  25 Dec 2009           INACTIVE NDC CODE NDC: 00045-1530-10

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA

  18 Dec 2009           ADDITIONAL SERVICES ADDED TO ACCOUNT - REVIEW REQUIRED   MSA
```

Presentation!!

- Monthly Medical SVS Activity Report (MMR)
  - Reflects the monthly billing and collections activities for each Fiscal Year. It identifies the beginning A/R balance, amount of sales, amount written-off or transferred, amount of collections posted, the ending A/R balance, amount deposited to the DOs account, and any amount that has been collected but not deposited

  - This is the accountability report for the Collection Agent/Treasurer. The amounts reflected on this report for the accounts written-off/transferred, collected, and ending A/R must balance with the individual accounts also generated in MSA

- This reports needs to be run monthly and given to appropriate leadership according to service guidance
  - MSA (Medical Service Account System Menu)
  - MRM (Monthly Reports Menu)
  - MMR (Monthly Medical SVS Activity Report)
  - Print

Example of Report

MONTHLY MEDICAL SERVICES ACTIVITY
FISCAL YEAR 2005
01 Jul 2005 - 31 Jul 2005

SALES CODE	BALANCE TOTAL FUNDS ACCT REC DEPOSITED PRIOR MONTH W/DO	CURRENT MONTH SALES	ACCOUNTS TRANS/OUT WRT OFF	TOT FUNDS COLLECTED	OUTSTANDING BALANCE ACCT REC	FUNDS COLL BUT UNDEPOSITED
OPERATIONS & MAINTENANCE, NAVY (9750130)						
CC	0.00 / 0.00	558.90	0.00	558.90	0.00	0.00
FMR	75,018.92 / 0.00	31,233.30	19,553.50	11,871.10	74,827.62	0.00
FOR	-3,975.19 / 0.00	-23,482.28	-39.00	969.74	-28,388.21	0.00
FRR	139,928.42 / 0.00	14,456.76	985.19	49,457.24	103,942.75	0.00
MS	0.00 / 0.00	42,563.15	0.00	42,563.15	0.00	0.00
TPC	0.00 / 0.00	178,540.77	0.00	178,540.77	0.00	0.00
V1	0.00 / 0.00	10,450.97	0.00	10,450.97	0.00	0.00
V1	0.00 / 0.00	165,429.69	0.00	165,429.69	0.00	0.00
V2	0.00 / 0.00	78.27	0.00	78.27	0.00	0.00

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- Everyone should run, print, and clear nightly run daily!!
  - If you notice a decline in I & R statements speak with your CHCS Manager to make sure reports are running properly
- Verify preview list daily and exclude/cancel invalid bills
  - WHAT DAY WILL YOU SEE THE ENCOUNTER?
- Notify rosters need to be weekly/monthly according to the size of facility
  - HOW DO YOU CLEAR NOTIFY ROSTER?

- Today we have discussed:
  - Daily Duties
  - Nightly Processing Menu
  - Itemized Preview List
  - Accounts Receivable
  - Detail Schedule of Accounts by Age
  - Balance Checks
  - Notify Roster
    - Clearing
    - Overpayments and printing 1049
    - Sending to local financial institution
  - MMR

QUESTIONS????

- Program references
  - DoD 7000.14-R, Financial Management Regulation
    - Rates tables

- Compliance references:
  - DoD UBO Compliance/UBO Compliance Binder Checklist and Audit Checklist (see UBO web page reference)

  - False Claims Act (31 USC 3729-33)

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- <u>Useful Websites</u>

  http://www.tricare.osd.mil/ebc/rm_home/ubo_hom.cfm
  - TMA Office of the Chief Financial Officer / UBO Office

  http://www.dtic.mil/comptroller/ratesindex2002.html
  - Rates

  www.dtic.mil/comptroller/finman01.html (DoD 7000-14-R)
  - Financial Management